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Students shadow District professionals

by Terrie Hatfield, HR-P

Forty-five future engineers and scientists from four St. Louis area high schools experienced first-hand the real world of various Corps professionals at the St. Louis District's Student Career Shadowing Business Seminar. This event, a combination of the District's ongoing educational, cultural diversity and community outreach efforts, was the result of a partnership established between the St. Louis District and the St. Louis Public School system. John Dierker, Assistant Chief, Engineering Division, and Pam Collier, Career Education Program Coordinator coordinated the program for St. Louis Public Schools.

The students were provided advance descriptions of various Corps occupations, from which they indicated their specific areas of interest. The program



John Dierker, Assistant Chief, Engineering Division, greets students as they arrive at District headquarters.

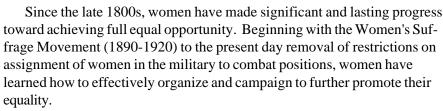
(Continued on page 4)



March 1998 Women's History Month

We have declared in favor of a government of the people, for the people, by the people, the whole people. Why not begin the experiment?

Elizabeth Cady Stanton, to Senate Judiciary Committee, 1872



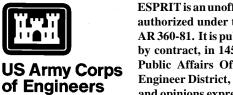
In 1993, over 58 percent of the women in the U.S. were in the labor force. By then, they accounted for over 30 percent of graduating physicians and 21 percent of working lawyers. Women are presidents of colleges and universities and receive more bachelor and master's degrees than men.

Despite these gains, women continue to face obstacles. Women are significantly underrepresented in politics and in higher level executive positions. The annual salaries of women are two-thirds that of men. Women continue to face sexual discrimination and sexual harassment in the workplace. Over fifty percent of children supported by female heads of households are in poverty. Though most women work, they are still most often the primary caregivers for children and elderly parents. The struggle for equality continues.

Through the study of women in the workforce we have seen periods when men and women worked side by side with mutual respect toward a common goal-the Colonial period, the settling of the West, and World War II. When there was a sufficient pool of available labor, women were exploited and pressed into gender-oriented career roles. When the labor pool did not have a large enough source of workers to draw from, women were welcomed into the workforce as equal players.

Women have been part of the story of nearly four hundred years of America's history. From the beginning they were there.





St. Louis District

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News Briefs

<u>District headquarters</u>

Degenhardt gets life

Gene Degenhardt, our Value Engineer, was notified on February 2 that he has attained Life Status as a Certified Value Specialist (CVS) by SAVE International (an organization for the advancement of value engineering).

The CVS designation is attained by earning professional activity credits in various categories, acceptance of a paper, passing a rigorous examination and a periodic documentation of continuing educational activity in the value methodology field.

Mark Twain Lake:

Top instructor

In recognition of his promotion of hunter education and hunter opportunities, Park Ranger Chuck Crocker has been chosen as the 1997 Instructor of the Year for the Northeast Region of Missouri. The Missouri Hunter Education Instructor Association (MHEIA) presented Chuck with the award during their annual conference at the Lake of the Ozarks.

The MHEIA is an association of volunteer instructors for the Missouri Department of Conservation's Hunter Education Program. They promote the three keys to hunter safety - Knowledge, Skill and Attitude toward nature, hunting and resource management.

Rend Lake:

IDNR coordination

The lake hosted the annual coordination meeting for the Illinois Department of Natural Resources and Corps of Engineers in February. Discussions included commercial fishing, fishing tournament policies, waterfowl hunting, special events and a new bike trail.

Shower contract

The contract for building a new shower house to replace the one destroyed by fire last winter at the North Sandusky Recreation Area has been awarded. The building should be completed by the 4th of July.

Burning plan

A prescribed burning plan in the campground loops has been implemented for a second year. Fire is being used to reduce leaf/needle litter, which will improve the safety of the campgrounds. A plan to burn two thickly wooded loops will be implemented this month.

Shower towers

The five foot showers at two beaches have been replaced with vandal resistant metal "shower towers." The new towers will have a timed push button operation that will shut off automatically. This timed shutoff should save the government money by cutting the amount of wasted water. Three deteriorated

drinking fountains will be replaced with new accessible, frost-resistant fountains.



The installation of three replacement swing sets and the renovation of the South Sandusky Campground amphitheater are nearing completion.

Carlyle Lake:

Snow geese

Although a few years ago it would have been unusual to find flocks of snow geese feeding in local fields, this year an estimated 20,000 snow geese are wintering in the Carlyle Lake area.

New resort

Developers are planning to build a resort on private property north of Keyesport. Construction of 15 four-plex condos, having 60 units, is scheduled to begin on the south edge of Keyesport Landing subdivision by Memorial Day. The resort complex will consist of a three story log cabin building with 75 rooms, a convention center, restaurant and lounge. It will offer a swimming pool, tennis courts and other recreation facilities.

(Continued on page 10)



Shadow (cont.)

committee, comprised of John Dierker, Chair, Lloyd Coakley, ED- ment of various computer models. They were soon caught up in the mentors' excitement and dedication to their work as engineers represent-



Shane Nieukirk, Linda Garner and Gary Jones introduce students to electrical engineering.

HPR, Pete Coleman, Service Base Shop Leader, and Terrie Hatfield, HR, then matched students with professionals in their chosen fields who would serve as mentors. After coordination of security, logistics, and administrative support activities, the committee and mentors met to exchange ideas and to assure program consistency.

"Shadow Day" was soon upon us and the buses began to arrive. Escorts directed the students and chaperones first, to the mandatory metal detectors through which all guests must pass, then to the auditorium where each received a packet containing occupational information, facts on various District operations, and Student Employment Program information. After a brief District overview and preview of the day's activities, the students accompanied their assigned mentors to the inhouse work sites.

Initially shy and reserved, the students' interest was piqued as they observed the creation and enhanceing various disciplines, a biologist and other specialists explained their specific responsibilities and how their functions fit into the overall Corps picture. Mentors also provided guidance concerning college course direction for various occupations, which, surprisingly, was the primary focus of the questions. To their credit, the professionals main-

tained the students' interest, even though, due to liability issues, they could not transport the students to field work sites.

Vick James, field construction engineer, got his point across with a videotape, discussion and concrete samples. Dave Busse, hydraulic engineer, took on the difficult task of explaining how the

St. Louis District's environmentally sensitive Water Control Management Program supports critical navigation operations and benefits the ecosystem to a group who had never seen a lock and dam and knew only that barges go up and down the Mississippi River. Structural engineers Daryl Atchley, Tom Quigley, Tom Ruf, Jeff Stamper and Gerald McClintock, electrical engineers Shane Nieukirk and Linda Garner, mechanical engineers Walter Wagner and Janice Hitchcock, civil engineers Mike Rector and Larry Whitt, and architects Daryl Atchley and Jerry McClintock demonstrated designs of various specialized structures through computer modeling and fielded questions. Carol Kruetzer enlightened her shadow in the environmental concerns and missions of the Corps and how environmental impact is always considered in the development of Corps projects. Warren Jones explained the intricacies, trials and tribulations of maintaining and continuously updating the District's automation needs.

Keith McMullen, the lone biologist, formed a bond with his stu-



Al Berman razzles and dazzles.



dent whose interest lies in pre-med. They discussed the educational requirements common to both fields. Keith plans to stay in touch to encourage her in her career goals. Al Berman "blew the socks off" his kids with his CADD magic. One student, who was quite undecided concerning her career goals, was so inspired by Lawrence Williams that she declared afterward that she wants to explore a career in Real Estate. (That must have been some presentation).

Upon conclusion of the allotted shadow time, the student reassembled in the auditorium where Larry McCarthy, HR Student Career Education Program Manager, presented an overview of the SCEP and STEP programs. A question and answer session followed, then closing remarks by our Commander, Col. Thomas Hodgini.

Student feedback was, for the most part, positive, although most expressed a desire to get their hands



Col. Hodgini offers career tips, answers questions and thanks the students for attending.

on the computers and would have enjoyed more time and the opportunity to visit field sites (lesson learned for future efforts). There were some comments about hunger pangs (they are, after all, teen-agers). Next time we will provide snacks.

The St. Louis District is grateful to and takes great pride in the time and

effort expended by these dedicated mentors, who truly extended themselves to instill an interest in engineering, scientific and related professional careers. We feel we achieved our goal, as we feel each student carried a new awareness of the Corps and of various professions back to their schools and their families. We hope we made a difference

and would like to think that, although our mission is primary, "...the world may be a little better because we were important in the life of a child".

Russ Powell relates the joys of keeping our automated systems running.





Willie to go national

Character developed at Wappapello Lake to promote water safety

This article is reprinted with the permission of the Puxico Press, Puxico Missouri

Thanks to the enthusiastic teamwork of Corps of Engineers rangers at Wappapello Lake, children all over the nation will soon have loads of fun learning about water safety.

A revised water safety activity book and education program featuring a new character, "Ranger Willie B. Safe," was reviewed and accepted by Lynda Nutt, manager of the U.S. Army Corps of Engineers Water Safety Program.

"This is one very attractive package," Nutt said of the activity book. "It's a clever approach that I believe will work well in schools."

The activity book shows
"Ranger Willie" and his hound dog
"Sam" teaching young children of
various racial and ethnic backgrounds the basics of water safety.

The concept of "Willie" started with a need to come up with a new

water safety program to present at an evening meeting of a troop of Poplar Bluff Boy Scouts. Ranger Sarah Burton, a stay-in-school employee and Ranger Kathy Dickson, a co-op employee, created a silly, teenage character they called "Willy B. Safe."

Brainstorming, they developed Willy as a slapstick, ne'er-do-well who is repeatedly rescued by a park ranger, with the help and encouragement of the audience.

With positive feedback from that first program, it was expanded to include more props and incorporate more mistakes for Willy to make. The next few programs were presented at campgrounds at the lake, and the crowd's response was enormous. The next programs were presented at beach programs, schools, 4H Clubs and scout groups. Bolstered by the success of the program, the Wappapello Lake team was then confident Willy was going to be a great teaching tool for water

safety.

The first prototype of the activity book was crafted by Ranger Dickson, still showing Willy as a teenager, but instead of constantly being in trouble, he was helping correct the mistakes others had made.

Project Manager Mike
McClendon suggested that Willy become a park ranger.
Ranger Dickson

made the necessary changes to put Willy in a Corps uniform and changed the spelling of the name to Willie so the character could be either male or female. Additional characters, including Willie's dog Sam, came into the mix to become the final activity book.

In addition to coloring pages, the book includes puzzles and other thinking games. Most pages include an interesting water safety fact, framed by a life jacket. At the end of the activity book is an award certificate for each child who completes the book.

Third grade students at Puxico Elementary sang "The Story of Willie B. Safe" in a videotaped presentation prepared by Wappapello rangers to illustrate a song lyric included in the front of the activity book. The song and lyric were written by Donna Adams, project office administrative assistant.

"They convinced us," Nutt said of the children's performance. "The children enjoyed the song and were enthusiastic in their presentation. It's just what we were hoping for."

Rnager Andrew Jefferson explained they had approached Dr. Shirley Schweitzer, school principal, and John Reiter, elementary music teacher, about the project on February 6. The following Monday the students of teachers Kim Miller, Tracey Barnfield and Barbie Davis, 60 voices strong, gathered in the music room to shoot the video and lay down the tracks for an audio tape.

(Continued on next page)



Park Ranger Kathy Kickson, activity book artist, presents USACE National Water Safety Advisory Committee Chairperson, Lynda Nutt, with a Ranger Willie B. Safe Activity Book as Administrative Assistant Donna Adams, Willie B. Safe song composer, looks on. In the background is a cutot of Ranger Willie B. Safe.



Bald eagle released at Rivers Project

By Erin Connett, CO-NM

A majestic bald eagle flying in the wild is one of the most incredible sights most people will ever see. But even more spectacular is the release of one bald eagle that was just minutes away from death. On February 1, 1998 more than 350 people joined Natural Resource Management staff from the Rivers Project Office, Corps of Engineers and volunteers from Treehouse Wildlife Rehabilitation Center for the release of an eagle that spent over eight months in rehabilitation.

This immature eagle was injured last May after colliding with some power lines, fracturing five metacarpal bones in both wings. Luckily for this bird, five fishermen found him, nearly drown, near Pleasant Hill, Illinois. The fishermen took the injured bird to Treehouse Wildlife Center where he was given X-rays, fluids for dehydration, and his wings were put in splints so they could heal properly. After his wings were fully mended, after about three months, he was able to be put outside into a flight cage to build up the muscles that had become weak from months of disuse. The eagle was then transported to Colorado to be put into a bigger flight cage for four months. The eagle made massive improvements in flight patterns and was shipped back the night before the release.

The day of the release, everyone was in suspense for the arrival of the eagle. Most visitors that had come to the Illinois Esplanade, had never seen a bald eagle release before. As the van arrived carrying the eagle, the crowd grew silent.



Imature bald eagles do not get the white feathers on their head until they are approximately three years old.

Lynn Schrieber from Treehouse took the eagle out of its cage and held him tightly to her body. She climbed up onto the back of a pickup truck so everyone could have a good view. Everyone in the audience had their eyes glued to the eagle. "One...Two...Three!" shouted the audience and the eagle was thrown to his freedom. As he took off the crowd cheered in amazement and awe. The eagle

circled around and flew out of sight.

David Kelly from Economics was thrilled to see the release. "I am so glad the Rivers Project is doing things like this," said Kelly. The release was later aired on Channel Two and Thirty that evening.

Treehouse is staffed entirely by volunteers, including their veterinarians. Everyone at Treehouse generously donates their time and effort for injured and orphaned animals.

Willie (continued)

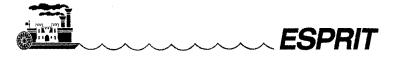
"We can't thank the school and the students enough for their participation," Jefferson said. "They really got the message across and enjoyed themselves, too."

Surveys returned to the team by students were very positive and encouraging, he added.

The tapes will be made available to other rangers at Corps sites across the country, Nutt said, to illustrate why the Willie B. Safe pro-

gram works for the Wappapello team.

A page on the World Wide Web is up devoted to water safety. There are preliminary plans to include a "Willie's Web Page" linked to this site which will allow children to download the activity book on their home computers. The web address for the site is http://www.nww.usace.army.mil/watersafety.



District team members tour automated locks in Europe

By Gary Jones, ED-DM

Can you imagine your job requiring a tour of the canals of Paris or a cruise up the Neckar River through the heart of German wine country? Can you imagine traveling by train through Holland as you tilt at windmills outside your window? Actually that idyllic vision is not exactly the situation that Bob Hughey, Mike Sommars and Tom Miller found themselves in last December; however, they did get to go to Europe. There was little time for sightseeing as they made a hectic, one-week whirlwind tour of Germany, France and the Netherlands to assess European initiatives in lock automation and remote control. The trip was part of a study being done to determine the feasibility of remotely controlling Kaskaskia Lock and Dam from either Mel Price or Locks 27.

The Kaskaskia remote control feasibility study is the first of its kind in the United States. It is a result of a difficult budgetary problem faced by CONOPS: When the operating budget for Kaskaskia is being slashed, how can 24-hour per day, seven day a week operation be maintained as required by our customers? CONOPS turned to

engineering for an efficient and safe technological solution. Concepts were discussed and a feasibility study recommended. The study received funding this year and will be completed later this summer. It has received nationwide attention since the results of the study may have application to over 100 low volume locks throughout the Corps.

A recent PIANC (Permanent International Association of Navigation Congresses) bulletin describing the European initiatives provided the stimulus for the trip. The Europeans were found to be very advanced in the application of computer technology to lock and dam structures and have boldly employed it to areas just now under consideration in the United States. They have commissioned a full range of automated systems, from self-operated locks to remotely operated locks to an ex-

perimental, completely automatic lock.

FRANCE - The French have a series of seven remotely operated locks on the Canal Saint Denis. The canal is just over four miles long and has a total lift of about 93 feet. It runs through the city of Paris and joins the Seine River just North of Paris. The system has two control centers, one at each end of the canal, and the seven locks can be controlled from either point. The tows navigating these canals are significantly smaller than those found on rivers in the United States, even small rivers such as the Kaskaskia. A typical lock chamber is approximately 135 feet long x 25 feet. wide. The system does, however, carry a high volume of both commercial and recreational traffic.

THE NETHERLANDS - The Dutch remotely operate two locks

from the Heel Lock Complex located in the extreme southeastern portion of the country. The Dutch locks are separated by approximately six miles and have lifts ranging from about 20 feet to 53 feet. The lock chambers ranged in length from about 361 feet to 853 feet and in width from 33 feet to 52 feet. The systems controlling these

locks are advanced and demonstrated once again that it is technically possible to remotely operate commercial



St. Denis Canal control room.



and recreational locking facilities located on high volume canal type waterways.

GERMANY - Germany has a very high population density and a special need to move goods efficiently within their country. Cur-



Heel Lock control room.

rently, the Germans have highly automated and computerized locks similar to Mel Price. They also have developed user-operated locks for small boat lockages. While they have no remotely operated locks, they have just completed a study similar to our Kaskaskia study. The study concluded that remote control is feasible at least at their lower volume facilities. They are now moving into the construction phase to remotely control a series of fifteen locks on the upper Neckar River. The Neckar River is larger and handles a higher volume of traffic than the Kaskaskia.

conclusions - The Europeans are developing world class inland waterway systems that include extensive usage of computerized control, instrumentation, and surveillance technologies. To minimize operating expenses and optimize the efficient usage of increas-

ingly crowded waterways, they are employing sophisticated systems to permit an increased level of automation and remote control of their locks and dams.

The European successes were seen as very encouraging to the de-

velopment of similar systems in this country. However, this enthusiasm must be tempered by the significant differences that exist between where the Europeans have employed remote con-

trol thus far and where it is being proposed for deployment in the United States. The differences lie in 1) the size of tows, 2) the more complex conditions found on an open river and 3) the more relaxed

legal and safety environments found in Europe.

In general, tows and lock chambers are much larger in the United States than in Europe. Also, remote control in Europe has only been

demonstrated on canals with smaller tows and less complex hydraulic conditions than are found on open rivers. While the Germans are convinced that remote control is feasible on rivers larger than Kaskaskia, their facilities are still on the drawing board and are yet to be constructed and operated.

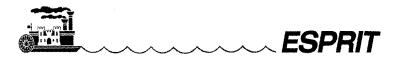
Concerning safety and legal issues, there doesn't seem to be the emphasis on safety or the concern about litigation as found in the United States. For example, there were no handrails on the lock chambers, presenting what would be considered an unacceptably hazardous condition at our locks. Litigation involving accidents on the European system appears to be less than in this country perhaps because of tighter licensing requirements for boat operators and stricter policing of the waterways.

While many questions were answered by the trip, there still remain legal, operational and safety issues that must be resolved before a recommendation can be made to proceed with remote operation in the United States. Our own Kaskaskia study will attempt to resolve these issues and, quite probably, influence the future of remote control and lock automation in this country.



Lehman Lock control room

Of course the most important question yet to be answered is, how are we going to keep Bob, Tom and Mike down on the lock after they've



Rend Lake subimpoundment dam repairs

Phase I of the major rehabilitation of the Casey Fork and Big Muddy Subimpoundment dams at Rend Lake is nearing completion. The first contract, which includes replacing and/or rehabilitating handrails and gates on the dams, will be completed in May. It also includes cutting and delivering sheet piling which will be needed in phase II.

Phase II will begin in May. This phase involves the removal of the concrete key way which runs the length of the overflow section of both dams. During periods of high water, undercutting of this key way has caused serious damage to the dams over the years. The removal of the key way and the installation of sheet pile in its place will prevent the undercutting.

In addition, the contractor will remove the existing rip-rap on the downstream side of the Casey Fork dam and replace it with larger rip-rap. The larger stone will better withstand the flow of water during high water.

Electricians do the job



Mr. Robert O'Shea (right), one of only four electricians who have worked at Lock and Dam 24 since it was built, receives his 15 years of federal service certificate from his retired predecessor, Butch Sanderson. They are standing in front of the original motor controller distribution center put into service in March 1940.

A total electrical and mechanical rehabilitation is scheduled to be awarded this year. It is to the credit of our capable colleagues, past and present, that our facilities have remained open to navigation.

Burnett and Naeger to the rescue

On the evening of January 22, Joe Burnett, ED-HG, and John Naeger, ED-HPR, were on board the Motor Vessel Boyer performing a hydrographic survey below Lock and Dam 22. The crew of the M/V Boyer worked until dark and was taking the Boyer out of the water when they noticed a fishing boat signaling them with a light. The boat was in turbulent water about 400 feet downstream of the dam.

Joe investigated and found two elderly gentlemen in a disabled boat; their motor wouldn't start. They secured their boat to the Boyer and Joe towed them to the boat ramp. If they hadn't been rescued the men would have spent the night in an open boat in 20 degree weather. They were fortunate that Mr. Burnett and Mr. Naeger recognized their light as a distress signal and made the effort to investigate. They were in the right place at the right time.

News Briefs (cont.) Duck stamp money

Two projects at Carlyle Lake have been selected to be funded by money collected by the sale of Illinois Duck Stamps. One is a well to be installed at the Saddle Dam III area to increase the ability to manipulate water levels to enhance habitat diversity. The second project will repair pot holes and construct a low level berm at the Boulder Flats Wetland Restoration Area. A total of \$48,500 was designated for habitat improvements at the lake.

Indian display

The Springfest Mini Pow-Wow and American Indian Pow-Wow raised money for the Carlyle Lake Fireworks Committee and for a display in the Visitor Center. The Visitor Center display will feature the history and culture of American Indians from the area and is scheduled to be in place by this summer.

Wappapello Lake:

Safety billboards

The lake staff has been working with the Missouri Highway Patrol on a Memorandum of Agreement to install seatbelt/life jacket billboards statewide. The Patrol has approved a draft of the MOA. Wappapello is pursuing the formal approval of this initiative by Colonel Hodgini and the District Engineers of Memphis, Little Rock and Kansas City Districts.



Rivers Project:

Eagles along the river

Mild winter weather brought eagles and eagle watchers alike, to Corps public lands and waters commonly refereed to as the Riverlands. The favored location for viewing the majestic birds was at the locks and dams as well as our many access points along the Mississippi, Illinois, and Kaskaskia Rivers.

Several Eagle events took place this year through cooperative partnerships. The Masters of the Sky event is an annual educational program that features live birds of prey. Generally eight birds are featured with three to four of those birds flying over the heads of the seated participants. A mature bald eagle finishes out each hour-long program. Participants learn about the Corps' natural resource and navigational missions, where our public areas are located, characteris-

tics of the various birds and have fun while doing it. The Clarksville event was held on January 17 and 18, with 1,161 individuals attending the six indoor programs. Approximately 3,000 people visited Riverfront Park, located adjacent to downtown Clarksville to view eagles feeding and perched below Lock and Dam 24. The West Alton event was held at the Riverlands Environmental Demonstration Area (REDA) on February 7 and 8, with 1,425 individuals attending the six programs. The REDA provides excellent viewing opportunities, attracting thousands of visitors year round to see the large variety of birds.

On January 24 and 25 more than 8,000 people attended the 19th Annual Clarksville Eagle Days. Visitors attended the indoor eagle programs, viewed eagles in their natural

environment feeding below the lock and dam, and took part in kid's activities. Around 400 children, plus their parents, participated in the Rivers Project coordinated hands-on educational activities.

In addition to the events and educational programs conducted by the Riverlands Area Offices in Clarksville and West Alton and our partners, there was considerable interest in areas to view wildlife. Examples of good viewing areas and the number of visitors include Winfield, Lock and Dam 25 with over 15,000 visitors during January, and the Rivers Project Office with approximately 12,000 visitors during the month of January.

The eagles may have moved north to their breeding grounds, but the opportunities to view and learn about wildlife continue throughout the year. If you have them, bring along a birding field guide and binoculars to assist you in your outdoor learning adventure.

– Earth Notes

Key provisions of the Kyoto Protocol

The December conference on global warming resulted in these agreements by attending nations:

Reductions: Industrialized nations are required to reduce "greenhouse" gas emissions from 1990 levels between 2008 and 2012. The European Union would reduce by 8 percent, the U.S. by 7 percent and Japan by 6 percent. As a group, nations would cut back by about 5 percent.

Gases Involved: Carbon dioxide, methane, nitrous oxide and three synthetic gases known as "fully fluorinated compounds."

Emissions trading: Countries that don't meet emission targets can

buy excess "quota" from countries that do better than required.

Joint Implementation: Industrialized countries are encouraged to pair up with developing nations to carry out anti-pollution projects and would be given emissions trading credits that could be used at home.

Enforcement: Later meetings will develop ways to verify compliance and establish rules.

The timetable

March 16, 1998: Nations can begin signing the treaty at U.N. headquarters in New York.

Takes Effect: 90 days after a minimum of 55 countries sign the agreement.

Next Steps: Meetings in Bonn in April 1998 and Buenos Aires in November 1998 to further develop rules and procedures for implementing and enforcement.

The treaty sets up two teams of experts operating out of Bonn to help nations prepare monitoring and verifications systems. So far, the only sanction for noncompliance is publicity in the international community.

First Compliance Period: 2008-2012.

(Some sources of energy other than fossil fuel include solar and wind. Additionally a new generation of micro-power plants is being marketed for use in homes.)



E-mail - Learn to

use it properly

By Dr. Martha S. Shull - for *Communication Briefings*

Most e-mail users rarely forget to check the spelling in the messages they compose. But they often neglect to check how their communication will come across to their readers. Even well-meaning individuals write messages that they would never say aloud. To make sure your e-mail doesn't short circuit a business relationship, consider these common sense guidelines:

Think about who may read your message. You need to consider not only the person the message is for, but also anyone else who may read it. Consider the possibility that your message will take an unexpected electronic turn and appear in the wrong mailbox. Do you need to comment about a third party in your message? Is what you need to say negative or could it be construed as such? If so, consider using the phone or meeting the person instead.

Try to picture how your message's receiver will react when reading your message. Would you say to this person face to face the same thing you're writing? Have you inadvertently been sarcastic or judgemental? Is the receiver someone who's sure to put a negative spin on your message? Remember: If you were conversing orally, you might attempt to temper the bluntness in your message or the exasperation you feel with a grin or a teasing tone. But that's difficult to

do with e-mail, even if you use a smile symbol. Why chance creating anxiety or even distrust

by sending messages that lack human warmth?

3 889

Avoid starting a message by saying something such as: "Why didn't you answer me sooner?"

Some procrastinators may deserve this kind of blunt reminder. But you'll do more for the relationship if you open with a face-saving statement. Example: "I wasn't sure if my message got through yesterday, so here it is again." Electronic messages that begin with "Why didn't you" come across as even more directing and authoritative than when you talk on the phone or in person.

Ask yourself whether you would be embarrassed if a member of your family read the message you plan to send. Why risk sending something that has innuendoes or remarks that would offend anyone. Apply what I call the "Aunt Alma test." If my proper and prissy Aunt Alma would not find the remark amusing or appropriate, I scrap it. You'll probably be better off if you save your funny remarks and jokes to use in a face-to-face conversation with an audience you know will be amused. At least then you'll have the opportunity to backpedal if you get a negative reaction.

Make sure your message is not too cryptic. Have you clearly and concisely said all the reader needs to know? Or have you withheld just enough of the details so you can re-

tain control and force the reader to read between the lines, guess or assume? Keep this in mind: Information control is a communication

power play that can backfire very easily.

Check your messages for grammar idiosyncrasies. Have

you fallen into the habit of using the ellipsis instead of completing your thoughts? Do you get carried away with peculiar punctuation - the email symbols many writers use to take the place of words and to indicate thoughts and feelings? Some symbols may confuse instead of communicate.

Reread and then reread messages again before you send them. Would you be offended by the tone? If your tone is brusque, the receiver may think that he or she has done something to offend you. Or suppose you're the type who has trouble telling a joke. Your reader may interpret your tone as satirical and as a cover for irritation and exasperation - which it very well might be.

Do you consistently write more than you need? Are you swamping your readers with too many unrelated and unnecessary details? Do you give so much information - important and unimportant and in no particular order - that your poor reader cannot easily conclude what matters and what doesn't? Consider the results of an Oregon Business Poll reported in *Oregon Business*. The poll found that 26% of those replying spend an hour each day reading and responding to e-mail. And 14% spend more than an hour.



So you should do everything you can to compose messages that will help your readers save time. Some guidelines:

Limit your message to one screen so receivers won't have to scroll up and down to grasp all that you've said. Use bullets, numbers, underlining, boldface, etc., to highlight key points.

Do you clutter people's valuable electronic space with non-urgent items that you could fax or send regular mail? Do you immediately broadcast every little tidbit you come across? Don't assume that those you communicate with aren't up to speed on the latest news and trends. Again, they may well think you're patronizing them by sending common-knowledge information.

This also falls under the "know your audience" heading. As much as possible, you should make it your business to know what information sources they use regularly. If you know they subscribe to magazine X or online service Y, it makes no sense to fire off a message telling them about something you just read there.

Don't let e-mail become a substitute for in-person or phone conversations. Guard against using e-mail to converse with your colleagues in the office next door. Unless the message must absolutely be in writing, try communicating the old-fashioned way: face to face. Walk down the hall or to the next building to speak with colleagues. Invite them to lunch. Or use the phone. Often, a phone conversation takes a fraction of the time needed to compose a message, send it and wait for an answer.

Keep in mind that readers will respond more willingly to the writer who remembers the human element in communication. Do you think to add a personal line or two when you know the reader well? Do you remember to say thank you? The

message medium may be cutting edge, but it will never replace the old-fashioned "thank you" and "please." Until some clever person programs a courtesy checker, you'll profit from your own courtesy check. That means you must recognize that the tone of what you write should reflect the kinds of messages you expect to find in your electronic in-basket.

Dr. Martha S. Shull spent several years as an administrator in the University of Maryland Overseas Divisions in both Europe and Asia. She learned much of what she said in this piece from being on the receiving end of many e-mail messages, very often while in an isolated foreign site.

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Poison Prevention Week: March 15-21, 1998

Obvious or disguised, poison kills

It does little good to look for the traditional skull and crossed bones on products because, in most cases, the product is only poisonous in certain ways. Helpful products can turn deadly if used in the wrong way:

- * Take a medicine properly and it's helpful, but if it's taken incorrectly or taken by the wrong person, it can poison.
- * Use paints, solvents, or insecticides properly and they will serve you well. Inhale them, or let them rest on your skin frequently or for long periods, and they can poison you from the outside of your body.
- * Some substances that don't harm adults can kill a child. Over-the-

counter iron preparations, for example, Are a legitimate health supplement for women of childbearing age, but can cause death if taken in quantity by a child.

* Food is basic for life, but the Centers for Disease Control and Prevention estimates that 9,000 people die every year from food poisoning in the U.S. Millions more are sickened.

The worldwide food system that gives grocery shoppers more choices has a troubling cost. The rate of salmonella illness alone has doubled over the past 20 years.

While there is little consumers can do to prevent contamination at food processing and food handling centers around the world, they can protect themselves to a large extent by carefully cooking food thoroughly.

To prevent food poisoning originating in their own homes, consumers should:

- 1. Wash hands before touching food and after touching raw meat, poultry or fish. Make sure utensils that have come in contact with raw foods are washed before using on other foods.
- 2. Do not leave cooked food unrefrigerated for more than two hours. Refrigerate after the meal.
- 3. Keep cool foods, like salads, at cool temperatures. If the potato salad, for example, stands at room temperature for more than two hours, discard it.







To your health

March is National Nutrition Month Eat light and healthy

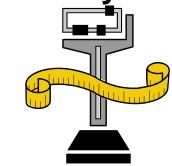
What you eat influences virtually everything in your life, including your self-confidence, energy level, appearance and mental state.

Here are a few easy-to-follow tips on how to eat well and avoid gaining weight at the same time.

Eat breakfast. You will have more energy and be less hungry throughout the day. Skip the bacon and eat cereal. You can add bagels, whole wheat toast or English muffins, and don't forget the fruit juice.

Stop counting calories. The best foods are complex carbohydrates. They are low in fat, fast-burning and rich in vitamins and minerals. They are also high in bulk, which means you will feel full on less food. Try wholegrain cereals, rice, breads, pasta, beans, nuts and some types of fruits and vetegables.

Eat at the table. If you eat on the run, it's too easy to eat the wrong foods or eat to much.



Include fruit and vegetables with every meal. It's the only way to get the required amount.

Avoid pills and crash diets to lose weight. Curb your appetite with a glass of water or some tea just before a meal. Then learn to eat the right foods for the rest of your life.

It's hard to lose weight permanently without exercise. Start by strapping on a pedometer and going for a walk. Do it every day and work on increasing your mileage from one week to the next.

Reduce saturated fat, which raises cholesterol in the blood. Limit

or avoid butter, ice cream, whole milk, cheese, red meat, palm oil, coconut oil, hydrogenated soybean and cottonseed oils. Prepare at least one meatless meal each week.

When dining out, say the editors of *Health* magazine, start a meal with clear soup, raw vegetables, unbuttered bread or light seafood. Choose entrees that are steamed, poached, broiled, roasted, baked or cooked in their own juices.

Pass up anything fried or sautéed.

Stay away from sauces and gravy. Choose red pasta sauces over white. Order salad dressings on the side and use them sparingly.

Eat smaller portions. Order halfportions or set half of the food aside to be carried home for tomorrow's lunch. Separate the carry-home food on your dish when the meal arrives.

No plan is perfect, but when you learn to prepare low-fat dinners that include plenty of vegetables, you're on your way to better nutrition.

A new way to quit the weed

A slow-release form of the antidepressant Zyban can help smokers quit.

Recently approved as a smoking cessation aid, Zyban works about as well as other antismoking products, but does not contain nicotine. That means it decreases the physical addiction while helping the smoker adjust to the well-known mood problems associated with smoking cessation. Additionally, a recent study indicates that those who quit with the help of Zyban

gained only half as much weight as those who quit by any other method.

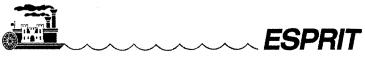
A report in the *New England Journal of Medicine* shows that after seven weeks, 44 percent of those who took 300 mg. of Zyban kicked the habit. The rates were 39 percent of those who took 150 mg and 29 percent for a 100 mg. group.

After one year, many people in all four groups of the study were lighting up again, but those who had taken Zyban were less likely to start smoking again than others were.

Smoking and cancer, again

Smoking may cause increased cancer risk for life, even if you quit. A study by the University of Pittsburgh indicates that smoking a pack a day for 25 years encourages both healthy and mutated lung cells to multiply, forever after increasing the odds of developing lung cancer.

Doctors at New York's Sloan Kettering Cancer Institute say this is the first study that explains why exsmokers are twice as likely to get lung cancer as those who have never smoked.





Retiree Review

By the Retiree Correspondent

February 19th wasn't the best of days, however a number of retirees felt it was just the right time to attend the monthly luncheon. The group number was larger than usual, and they all had fun. There were 20 in attendance.

There were some relatively new faces such as Art Johnson and his bride, Sandi Dombi and the representative from the great west - Jim Butery. In addition, there was a "new" retiree, Bob Muffler, who recently retired. It is rumored that since he has retired the District is claiming that any legal documents that are missing were disposed of or taken when Bob retired. And they said he was of questionable value. Bob did say that his body is still in the adjustment phase - you know, getting up at the same time as when he was working.

Bob Lutz and his bride were there. Bob was recognized for having a birthday in February. He said that he thinks he is about 40 or 41, somewhere in that neighborhood. That is unusual for an engineer, not being precise. Happy birthday Bob.

Charlie Denzel was recognized for being the "senior retiree" retired in the 1990s. He also had a trivia question. He passed around a photograph and had a prize for anyone who could identify the photo. Unfortunately, no one recognized it. It turned out to be a photo of the Norfolk District Office.

It was mentioned that John Jansen's wife passed away since our last luncheon. Our condolences to the Jansen family.

There were several story tellers: Bob Muffler, Charlie Denzel, Don Wampler and Bob Maxwell. Several others tried to follow suite, but their stories were just politely received. It was a tough group.

There was comment about some of the regulars who didn't show. Let's hope that it is nothing serious. With all the viruses that are going around, it was great to see such a large turnout.

Let's mark your calendars for the third Thursday of March, the 19th, at about 11 a.m. at the Salad Bowl, and see if there can be a few more in attendance than in February.

March is American Red Cross Month

In March 1998 we celebrate the 55th Red Cross Month. Presidential Proclamations of Red Cross Month or American Red Cross month began in 1943.

Its services are well known, but we should recognize again their aid to disaster victims and prisoners of war along with less well known programs such as water safety.

The International Red Cross arose out of work by Jean-Henri Dunant, a Swiss humanitarian who organized emergency aid services for Austrian and French wounded at the Battle of Solferino in 1859. The Geneva Convention of 1864 was an agreement by governments in Europe that committed governments to care for the wounded of war, whether enemy or friend.

The American Red Cross was founded by Clara Barton, "The angel of the battlefield" during the Civil War. She formed an agency to secure and distribute supplies for the relief of wounded soldiers.

In 1864, Abraham Lincoln asked Barton to set up a bureau of records to aid in the search for missing soldiers.

On a trip to Europe, Barton became associated with the International Red Cross, and in 1881 she established the American National Red Cross, of which she was president for many years. In 1884, she was instrumental in the signing of the Geneva Convention agreement by the U.S.

Barton was also the author of the amendment to the constitution of the Red Cross which provides that the society shall distribute relief not only in war, but also in times of such calamities as famines, floods, earthquakes, cyclones and pestilence.

In March, American Red Cross Month, the country focuses on the many humanitarian services and recognizes the organization for its relief programs.

Thanks, Red Cross. Our country needs you.

U.S. Savings Bonds

Financial security gives the freedom to make choices in our lives, something we all want for ourselves and our families.

In today's busy and competitive workplace many of us are preoccupied with the concerns of the monthly financial picture, paying for housing, food, transportation and the many other costs of living. We can get so concerned about our current obligations that we neglect the steps we need to take to prepare for the future and overlook how regular saving is and should be the foundation of financial security.

Some 35 million Americans anchor their personal savings portfolios with U.S. Savings Bonds. They buy bonds right where they work in amounts that fit their budgets. Series EE Bonds offer complete safety, they are convenient to buy and have market-based rates of return.

Savings Bonds are a stable, dependable way to lay a solid foundation for your future security. When you buy Savings Bonds you invest in yourself and you invest in your country. Buying Savings Bonds as part of a regular investment plan makes good sense.